

Enterprise Incident Report November 2011

As of 12/5/2011

Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Agriculture and Food	5	54	2	61
	3	51	0	54
Customer Company Total	5	54	2	61
	3	51	0	54

Enterprise Incident Report November 2011

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Agriculture and Food	5 0	54 0	2 2	61 2
Customer Company Total	5 0	54 0	2 2	61 2

Enterprise Incident Report November 2011

As of 12/5/2011

Agriculture and Food

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Agriculture and Food	5 0.20	54 0.03	2 3.73	61 0.17
Customer Company Total	5 0.20	54 0.03	2 3.73	61 0.17

Enterprise Incident Report November 2011

As of 12/5/2011

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Agriculture and Food	5 0	54 0	2 1	61 1
Customer Company Total	5 0	54 0	2 1	61 1

Enterprise Incident Report November 2011

As of 12/5/2011

Agriculture and Food

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Agriculture and Food	5 0.22	54 0.04	2 3.73	61 0.18
Customer Company Total	5 0.22	54 0.04	2 3.73	61 0.18

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As of 12/5/2011

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Detail

INC000000408346	Sara Lealos	None	None	None		TIR Missed: No	TIR: 0.52
	Metro D Hosting	Shawn Goble	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.59
INC000000408347	Stephen Ogilvie	None	None	None		TIR Missed: No	TIR: 0.30
	Metro D Hosting	Shawn Goble	Agriculture and Food	High	Closed	TTR Missed: No	TTR: 0.30
INC000000408399	Richard W Clark	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408403	Don McClellan	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408405	Seth Winterton	Application	Password	PGP		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000408415	Claudette Walcott	Application	Error	Internet Explorer		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000410179	Jennifer Khalifa	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000410183	Blaine Thomsen	Application	Error	Microsoft Word		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411795	Shelly Jensen	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411849	Terry Devore	Network	Password	Utah Master Directory		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411852	Linda Lewis	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411869	Raymond Loveless	Application	Reporting	Microsoft Windows 7		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411963	Drew Matthews	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.09
	Voice Operations	Romanza Hamblin	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.23
INC000000412167	Rebecca Nielsen	None	None	None		TIR Missed: Yes	TIR: 1.96
	Voice/Data/WAN Services	Art Scott	Agriculture and Food	Medium	Closed	TTR Missed: No	TTR: 1.96
INC000000412485	Sherie Edginton	Application	Error	Microsoft Access		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412490	Clint Burfitt	Network	Password	Novell ConsoleOne		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	TTR: 0.00

Enterprise Incident Report November 2011

As of 12/5/2011

Agriculture and Food

INC000000413053	Karen Parkes Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413308	Ivette MacQueen Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413805	Bruce King Voice Operations	Telecom Lois Schow	Feature Agriculture and Food	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.33
INC000000413820	Kathleen Clarke Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413829	Kathleen Clarke Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell GroupWise High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000413830	Cary Wise Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Error Code Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.13
INC000000414917	Kathleen Mathews Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415024	Amy Davidson Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415027	Gordon Brown Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415218	Kathleen Clarke Capitol Hosting	None Curtis Parker	None Agriculture and Food	None Medium	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	5.50 5.50
INC000000415737	Amy Davidson Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415747	Bracken Davis Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415756	Gordon Brown Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416518	Bracken Davis Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416523	Randy Jenson Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416528	Roberta Valdez Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000417252	Vicki Needham Metro D Help Desk	None Doug Brown	None Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

Enterprise Incident Report November 2011

As of 12/5/2011

Agriculture and Food

INC000000417275	Cathie Larsen	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417286	William Holt	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417287	Clint Burfitt	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
INC000000417384	Shelly Jensen	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed:	No	TIR:	0.49
	Voice/Data/WAN Services	T Artis	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.49
INC000000418826	Trudy Casey	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418827	Kathleen Clarke	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418830	Mark Quilter	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418831	Marjorie Moore	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418833	Marjorie Moore	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418837	Brett Gurney	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000418839	Stephen Ogilvie	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419734	Steven Wright	Application	Reporting	State Payroll Time Entry System		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419756	Arlene Thatcher	Application	Error	Internet Explorer		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000419799	Kyle Stephens	Mobile Devices	Error	Ipads		TIR Missed:	No	TIR:	0.71
	Metro D Desktop Support	Paul Gedge	Agriculture and Food	High	Resolved	TTR Missed:	No	TTR:	0.82
INC000000420376	Drew Matthews	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000421680	Therese Aschkenase	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
INC000000421684	Grant Tidwell	Application	Error	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00

Enterprise Incident Report November 2011

As of 12/5/2011

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INC000000421685	Robert Hougaard Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professic Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000422183	Delia Tracey Voice Operations	Telecom Romanza Hamblin	Coverage Path Agriculture and Food	Telephone Low	TIR Missed: No TTR Missed: No	TIR: 0.42 TTR: 0.65
INC000000422387	Roger Brian Rural South Desktop Support	Application Lance Nay	Password Agriculture and Food	PGP Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000422487	Bruce King Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000422490	Drew Matthews Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000422497	Sara Lealos Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000422500	Chris Crnich Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000422520	Kelly Oneida Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Microsoft Excel Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000422525	Linda Lewis Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000422527	Brian Tea Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00
INC000000422543	Bracken Davis Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	TIR Missed: No TTR Missed: No	TIR: 0.00 TTR: 0.00